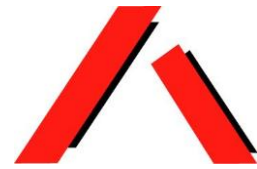


<b>Position Title</b>	Volunteer Student
<b>Location</b>	Queensland Advocacy Inc. Level 2, 43 Peel Street, South Brisbane, Meanjin Qld 4101
<b>Full Time/Part Time</b>	Part Time - Minimum 6-month commitment
<b>Position Reports to</b>	Volunteer Coordinator



**Queensland Advocacy  
Incorporated**

Advocacy for people with disability.

Level 2, 43 Peel Street  
PO Box 3384  
South Brisbane QLD 4101

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E [qai@qai.org.au](mailto:qai@qai.org.au)

ABN 97 527 905 201

## 1. Queensland Advocacy Incorporated Values

A Volunteer Student will have a commitment to Queensland Advocacy Inc (QAI) to promote and implement the values and philosophies of the organisation when conducting activities and actions related to their position.

## 2. Organisational Context

QAI is an independent, community-based advocacy organisation for people with disability. QAI's mission is to promote, protect and defend, through advocacy, the fundamental needs, rights and lives of the most vulnerable people with disability in Queensland. The organisation does this by engaging in systemic advocacy through campaigns directed at attitudinal, law and policy change, and by supporting the development of a range of advocacy initiatives in this State.

As QAI is a social advocacy organisation, it works to uphold the principles of fundamental human rights, social justice and inclusion in community life by:

- taking positive, ethical action,
- being on the side of people with disability,
- being understanding of their position and vulnerability,
- being independent with minimised conflicts of interest,
- focussing on fundamental needs, welfare and interests,
- doing advocacy with vigour and a sense of urgency,
- remaining loyal and accountable over time.

People involved with QAI therefore believe that people with disability:

- are as valuable as any other human beings, regardless of what they can or cannot do,
- need to live well and have the same opportunities in life as other people,
- are part of the relationships and connections of ordinary life and can participate and contribute to the rich and diverse fabric of our communities,
- should not be segregated, congregated or isolated on the basis of disability.

### 3. Position Statement

The Volunteer Student supports the work and advocacy services provided to people with disability experiencing disadvantage. All volunteers are provided with training in the practices and policies of QAI.

#### ***Key Position Responsibilities and Accountabilities:***

- Provide confidential free advocacy services to clients within areas of knowledge and/or expertise via various means (in person, telephone, email, mail, video conference etc).
- Provide clients with relevant information, referrals and materials during the volunteer session.
- Communicate with clients in a way that is sensitive and clear.
- Complete adequate file notes, outlining the client instructions, advice given, referrals and legal information provided, in accordance with the requirements of the National Association of Community Legal Centre's Risk Management Guide and QAI's policies and procedures.
- Advise clients about all applicable limitation dates.
- Conduct legal research and prepare briefs for Counsel.
- Prepare law reform discussion papers, submissions and reports.
- Assist in the preparation of reports and funding applications, as directed.
- Work with colleagues rostered on the same shift to ensure all clients scheduled for the session receive advice.
- Inform the volunteer coordinator prior to your rostered shift if you are unable to attend.
- Disclose any potential conflicts of interest when they occur and refrain from advising clients to whom potential conflicts apply.
- Perform various tasks including maintaining client databases (CLASS), QAI's electronic filing systems, Microsoft 365 and its integrated applications, if required.
- Assist with the general day to day activities of QAI – including assistance with answering phones and office maintenance.
- Maintain a diary of work performed during your volunteer placement.

### 4. Requirements of the Position

#### ***Values, skills and knowledge:***

- Strong commitment to human rights, social justice and diversity.
- Excellent interpersonal & verbal communication skills including the ability to communicate sensitively with clients and people from diverse backgrounds.
- Excellent written skills, including ability to convey information in simple, plain English.
- Currently undertaking or completed a law degree at an approved law school in Queensland or equivalent.
- Complete a Volunteer Details form and Volunteer Agreement prior to beginning your volunteering.